

FIG. 1

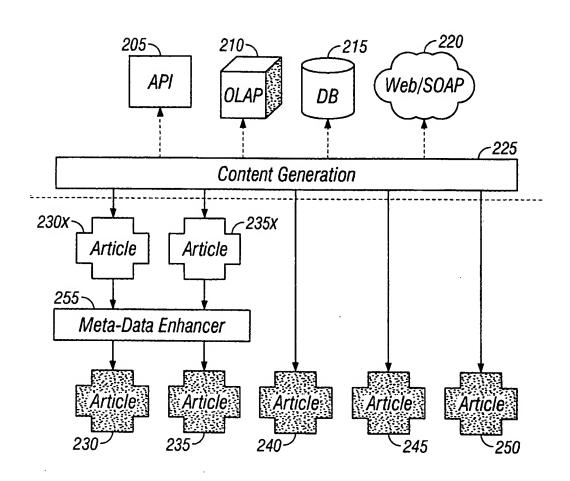


FIG. 2

Applicant(s): Brian Willis

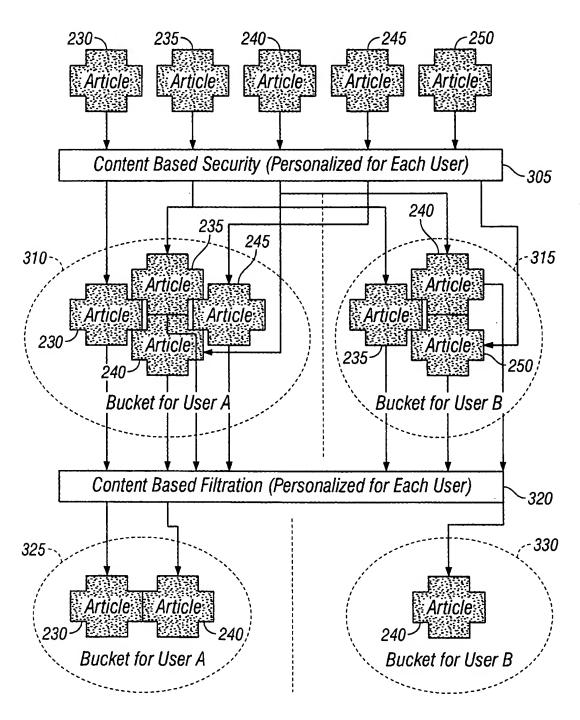


FIG. 3

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Applicant(s): Brian Willis

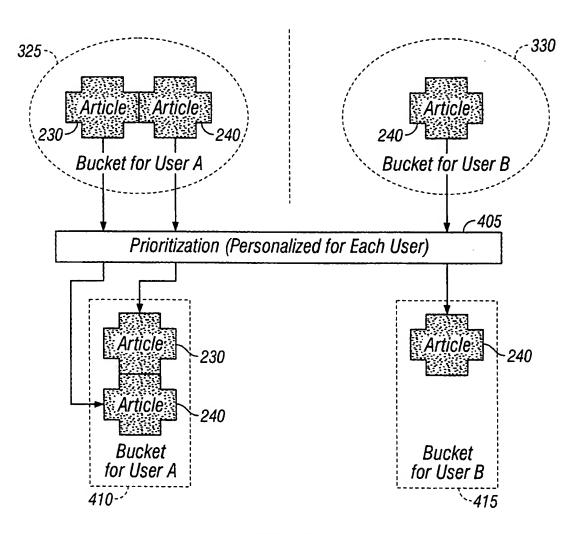


FIG. 4

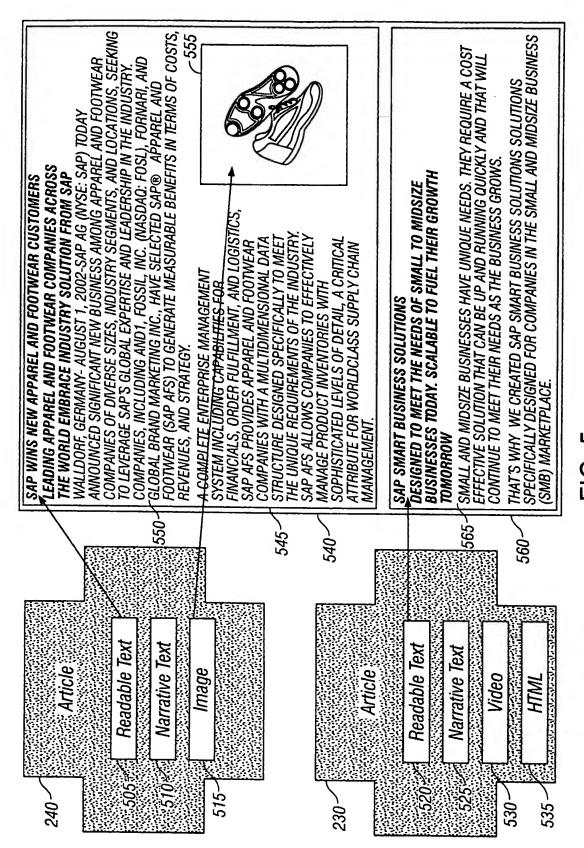
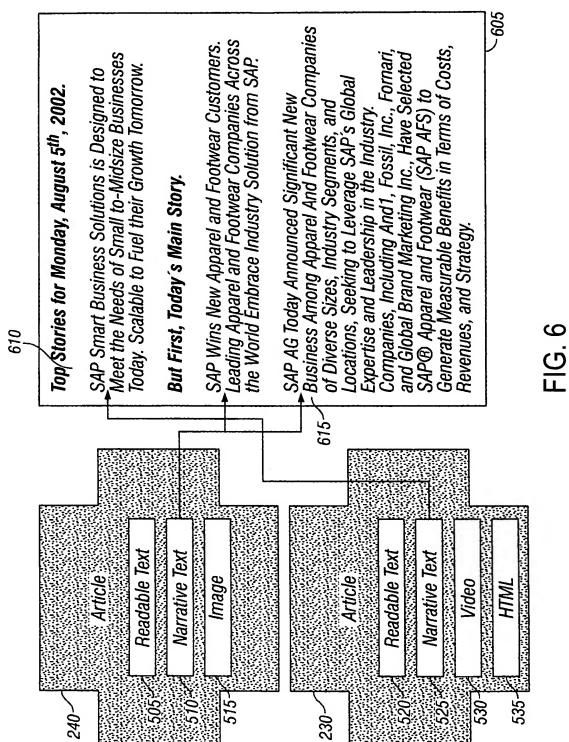


FIG. 5



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                                                                 - 700
 </pre
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 <Headline>
 Four of our top customers in the Eastern Region have pending complaints. \sim 715
</Headline>
  <Details>
 Wacky Foods, with an annual sales volume of $10M have 8 pending complaints;
 My Muffin Ltd with $4M of annual sales have 1; Breads R Us with $1M of annual sales
 have 3; and Have Your Cake, Inc with $850K of annual sales have 2. The complaints
 KPI is at 88.7M
 </Details>
</Content>
 <Content Type= " text/html "> \frac{725}{}
  <Headline>
 Pending Support Complaints for Top Customers in Eastern Region 
730
  </Headline>
  <Html>
         Top Customers of Eastern Region - Pending Complaints
                                                       Complaints
  Customer
                                         Sales Vol
                                                                         ·735
  Wacky Foods
                                                                  8
                                             $10M
  My Muffins Ltd
                                                                  1
                                              $4M
  Breads R Us
                                                                  3
                                              $1M
  Have Your Cake Inc
                                            $850K
                                                                  2
  Complaints KPI
                                                             88.7M
  </Html>
  </Content>
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<Object Class= "BizPartner" Key= "My Muffins Ltd" /> 740
<Object Class= "BizPartner" Key= "Breads R Us" />
 <Object Class= "BizPartner" Key= "Have Your Cake Inc" />
 <Object Class="Region" Key="Eastern"/>
< Object Class = "SecurityRealm" Key = "Sales Numbers" />
  </DiscussionObjects>
   </Article>
```

FIG. 7

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NZ.			1						_	<u>``</u>				<u> </u>	D
		830	Headline News <b>Israel</b> pulls out of	Venezuela coud	thwarted Teacher of the year	honored by <b>George</b> Bush	<b>Weather</b>	San Jose, CA	F. MOJ	Mon 45 65		COther News	6 documents are awaiting your approval	Phil Collins to perform in Shark Tank	- 845
			es.		IOM have 8 of annual	ales have 3; ales have 2.	Complaints	Complaints	8	1	3	2	88.7M	oned , 4/23 at 9:15 ed.	pril 22, 2002
		-805	iny Tim	the Eastern ts	s volume of \$1 Ltd with \$4M	1M of annual s 0K of annual s	gion Pending	Sales Voi	\$10M	\$4M	\$1M	\$850K		meeting postpinesting to Wedias been update	e Company, A
	Favorites Tools Help	(3) [B·용제·]	810 The Company Times	Segment to the customers in the Eastern Region have pending complaints	Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints; My Muffins Ltd with \$4M of annual	sales have 1; Breads R Us with \$1M of annual sales have 3; and Have Your Cake Inc with \$850K of annual sales have 2. The complaints KPI is at 88.7M.	Top Customers of Eastern Region Pending Complaints	Customer	Wacky Foods	My MuffinsLtd	Breads R Us	Have Your Cake Inc	Complaints KPI	Coloday's marketing strategy meeting postponed Joan Simmons rescheduled the meeting to Wed, 4/23 at 9:15 in the Paris room. Your calendar has been updated.	Tell me  Copyright © The Company, April 22, 2002
	File Edit View Fax	4·4·8BA  QBB		Nasdaq 1719.67 +8.01 S&P 1201.31 4.23	Business Partner News	Nesda reports quarterly earnings down5%	Krafti Cheese CEO	Li liine haate	expectations, JU	<u>up 15%</u>	O Competition Name	Burner Queen	names James Joaquin as CIO	Chico Catering and Krafti Cheese announce strategic partnership	855
800			860-				820							825	

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_90	05	
Never Tell me about Krafti Cheese Tell me Everything about Krafti Cheese		
Krafti Cheese is Important to me Krafti Cheese is not Important to me		910
Postpone Articles about Krafti Cheese >	Tomorrow Tue	
Advanced	Wed	
	Thu Fri	
	1 Week 2 Weeks 1 Month 1 Quarter	

FIG. 9

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	005	
Acknowledge		
Never show me Market Report Always show me Market Report		
Market Report is Important to me Market Report is not Important to me		_101
Postpone Market Report ▶	Tomorrow	
Advanced	Tue Wed Thu Fri	
	1 Week 2 Weeks 1 Month 1 Quarter	

FIG. 10

Appln No.: 10/645,851 Page 11 of 45 Applicant(s): Brian Willis USER COLLABORATION THROUGH DISCUSSION FORUMS

		,	OM have 8 annual sales ave 3; and have 2. The	Complaints	Complaints	8	1	3	2	88.7M		
		the Easterm ts [301]	s volume of \$1 d with \$4M of annual sales h f annual sales	jion - Pending	Sales Vol	\$10M	WÞ\$	\$1M	3850K		2	
Edit View Favorites Tools Help 今·8回春《魯田·多四·圖	810	C Four of our top customers in the Eastern Region have pending complaints [301]	1705 PM Acky Foods, with an annual sales volume of \$10M have 8 1705 M M M M M M M M M M M M M M M M M M M	Top Customers of Eastern Region - Pending Complaints	Customer	Wacky Foods	My Muffins Ltd	Breads R Us	Maye Your Cake Inc	Complaints KPI		

Appln No.: 10/645,851 Page 12 of 45 Applicant(s): Brian Willis USER COLLABORATION THROUGH DISCUSSION FORUMS

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© Weather	870 The Company Times	ny Tim	S	Headline News same pulls out of	1
san Jose, CA	© Four of our top customers in the Eastern Region have pending complaints	he Easterm	1	the West Bank Venezuela coup	
Low H Mon 45 65	Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints; My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of annual sales have 3;	volume of \$1   with \$4M of M of annual s	OM have 8 f annual ales have 3;	thwarted  Teacher of the year honored by George	
Business Partner News		K of annual s	ales have 2.	Bush	·
Nestla reports	Top Customers of Eastern Region - Pending Complaints	on - Pending	Complaints	Other News	
quarterly earnings.	Customer	Sales Vol	Complaints	6 documents are	
8 <b>1</b> -	Wacky Foods	\$10M	8	awaiiiid youi appioyai	
JJ Juice beats expectations .LLI	My Muffins Ltd	\$4M	1	Phil Collins to perform	
up 15%	Breads R Us	\$1M	3	II OILONA IONA	
MIKV Wav Mik files	Have Your Cake Inc	\$850K	2	1 important email	
Chapter 11	Complaints KPI		88.7M	Your 401k balance is	
n News	© Today's marketing strategy meeting postponed	eeting postp	oned	You have accrued 8 days	. 1215
names James Jocquin as CIO	Joan Simmons rescheduled the meeting to Wed, 4/23 at 9:15 in the Paris room. Your calendar has been updated.	seting to Wed is been updat	, <b>4/23</b> at 9:15 ed.	of vacation this year for a total of 24	
8	855 Tell me  Convright © The Company. April 22. 2002	Company, A	oril 22, 2002	845	Þ

Appln No.: 10/645,851 Page 13 of 45 Applicant(s): Brian Willis USER COLLABORATION THROUGH DISCUSSION FORUMS

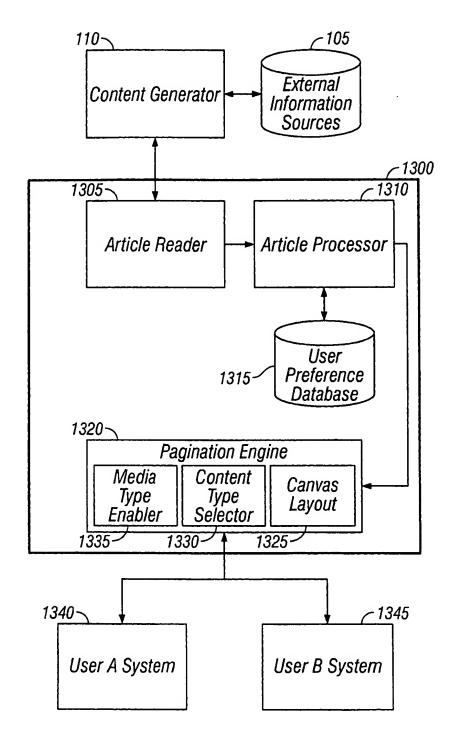


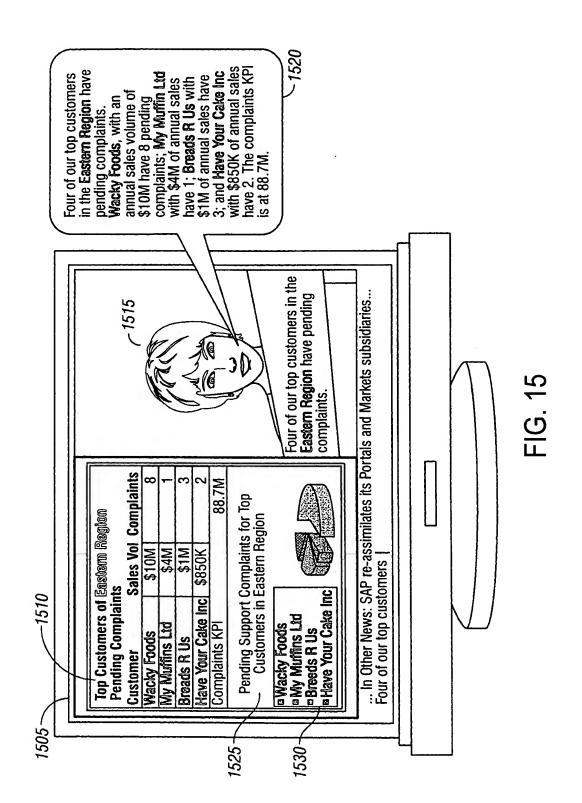
FIG. 13

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< Headline >	1410	1415
Four of our top customers in the Eastern	Region have pen	ding complaints.
		<i>-</i> 1420
<details></details>	4 04 0M have 0 n	1
Wacky Foods, with an annual sales volume o	1 \$ IUWI Nave 8 p	ending complaints,
My Muffin Ltd with \$4M of annual sales have annual sales have 3; and Have Your Cake, Inc	with \$850K of a	nnı a i wi oi
have 2. The complaints KPI is at 88.7M	איוווי שטטטול טו מ	illiuai salos
A series of the complaints for its at 60.7 m		
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Content Type=" text/html" > 142	:0	
		1/30
Pending Support Complaints for Top Cus	tomers in Easter	n Region $\mathcal{L}^{1430}$
<html></html>		1435
Top Customers of Eastern Region - Pe		Complaints
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	20.714
Complaints KPI		88.7M
<content type=" image/gif "> 1440</content>	)	
Pending Support Complaints for Top Cus		n Region
	)(0)()(0)()	~ 1445
<lmage></lmage>		1450
Pending Support Complaints for		s in
■ Wacky Foods Eastern Region	on	
■ My Muffins Ltd		
☐ Breads R Us	XX/X//27///	
■ Have Your Cake Inc	THE WILL	
<pre> <content type=" music/midi "> 148</content></pre>	55	
< Midi > (FA 和 A A A A A A A A A A A A A A A A A A		
1460		
作用道4分/	1.4	

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Appln No.: 10/645,851 Applicant(s): Brian Willis



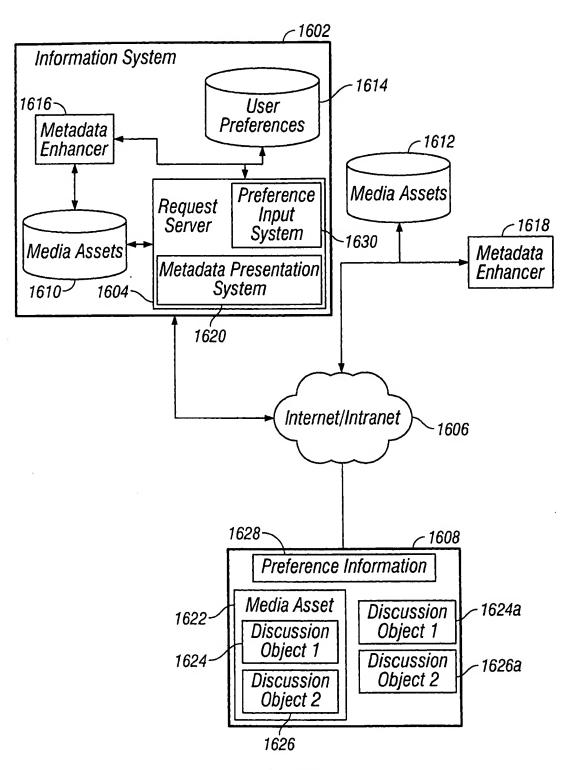


FIG. 16

Applicant(s): Brian Willis

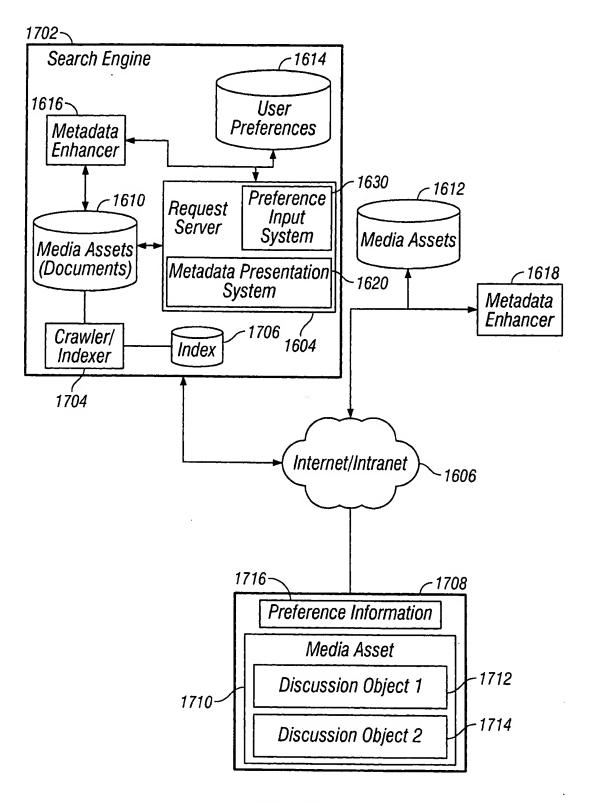


FIG. 17

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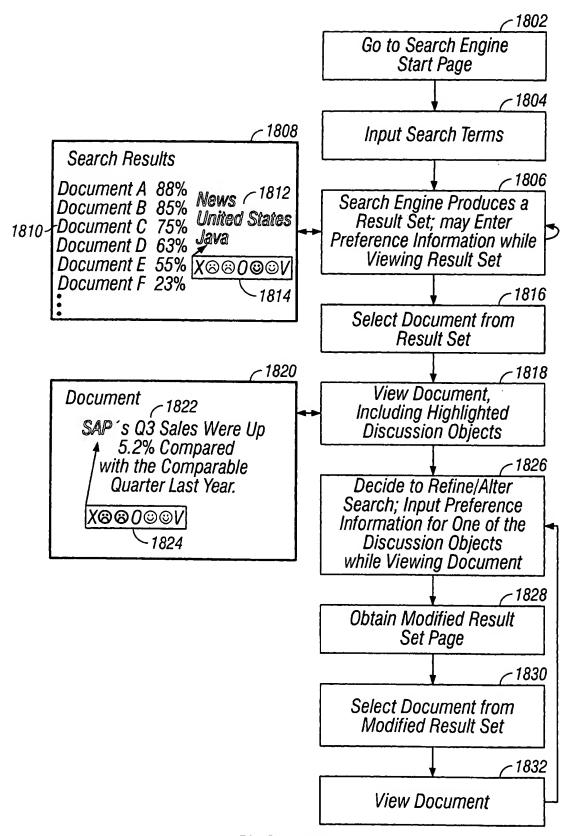


FIG. 18

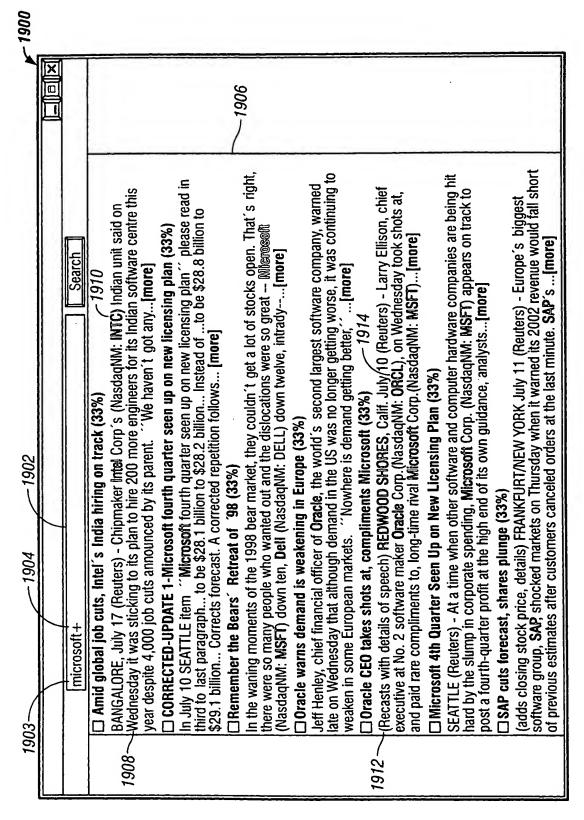


FIG. 19

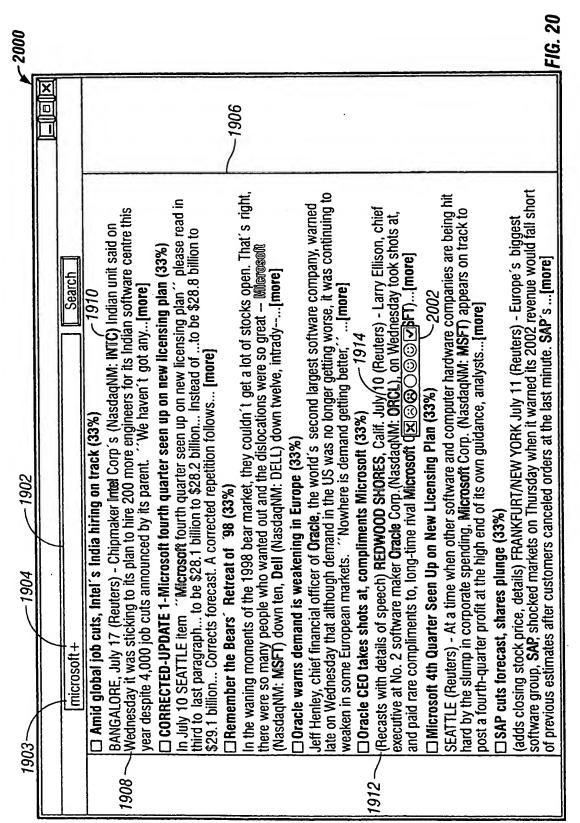


FIG. 20

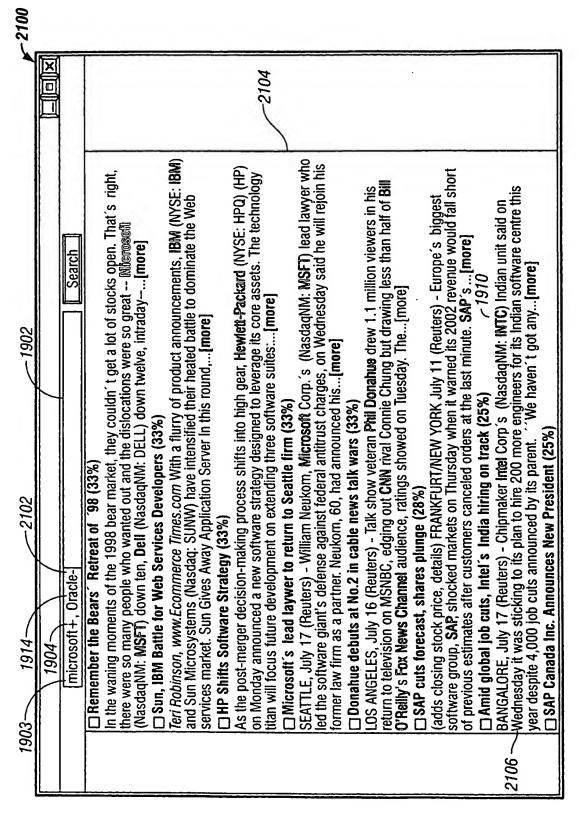
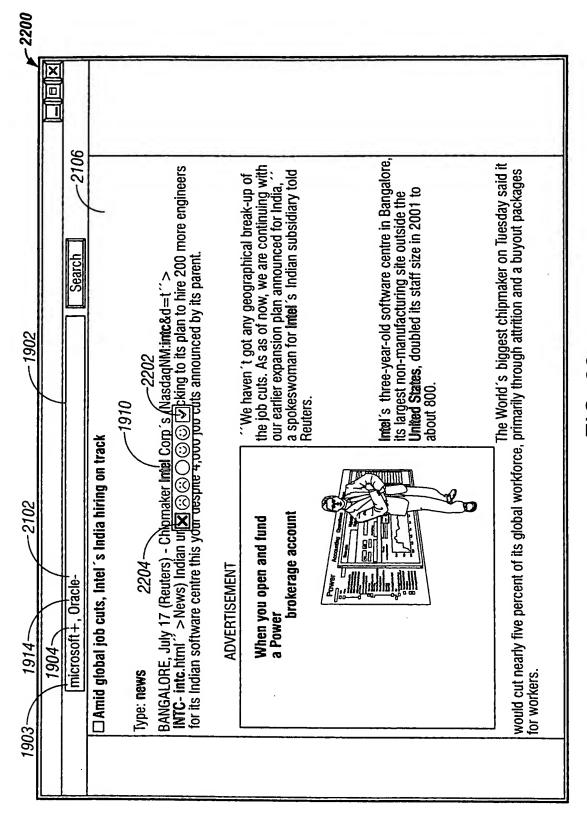


FIG. 27



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Applicant(s): Brian Willis
USER COLLABORATION THROUGH DISCUSSION FORUMS

7230			
			2304
1903 - 1914 - 2102 - 2302 - 1902	/ 1904 / / 1910 /	microsoft+, Oracle-, Intel*	□ Remember the Bears' Retreat of '98 (33%) In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, there were so many people who wanted out and the dislocations were so great — Milenge@ff (NasdaqMM: MSFT) down then, Dell (NasdaqMM: DelL) down twelve, intraday— Imore] □ Sun, IBM Battle for Web Services Developers (33%)  Teri Robinson, www.Ecommerce Times.com With a flurry of product announcements, IBM (NYSE: IBM) and Sun Microsystems (Nasdaq: SUNW) have intensified their heated battle to dominate the Web services market. Sun Gives Away Application Server In this round Imore] □ HP Shifts Software Strategy (33%) As the post-merger decision-making process shifts into high gear, Hewrett-Packard (NYSE: HPQ) (HP) and Monday announced a new software strategy designed to feverage its core assets. The technology on Monday announced a new software strategy designed to feverage its core assets. The technology of the will focus future development on extending three software suites Imore] □ Microsoff's lead laywer to return to Seattle firm (33%) SEATTLE, July 17 (Reuters) - William Neukom, Microsoff Corp. s (NasdaqNM: MSFT) lead lawyer who led the software giart's defense against federal antitrust charges, on Wednesday said he will rejoin his former law firm as a partner. Neukom, 60, had announced his Imore] □ Donahue debuts at No.2 in cable news talk wars (33%) LOS ANGELES, July 16 (Reuters) - Talk show veteran Phill Donahue drew 1.1 million viewers in his return to television on MSNBC, edging out CMN rival Connie Chung but drawing less than haif of Bill O'Reilby's Fox News Channel audience, ratings showed on Tuesday. The Imore] □ SAP cuts forecast, shares plunge (28%) (adds closing stock price, details) FRANKEURYNEW YORK July 11 (Reuters) - Europe's biggest software group, SAP, shocked markets on Thursday when it warned is 2002 revenue would fall short of previous estimates after customers canceled orders at the last minute. SAP's Imore] □ SAP Canada inc. An
			2306-

FIG. 23

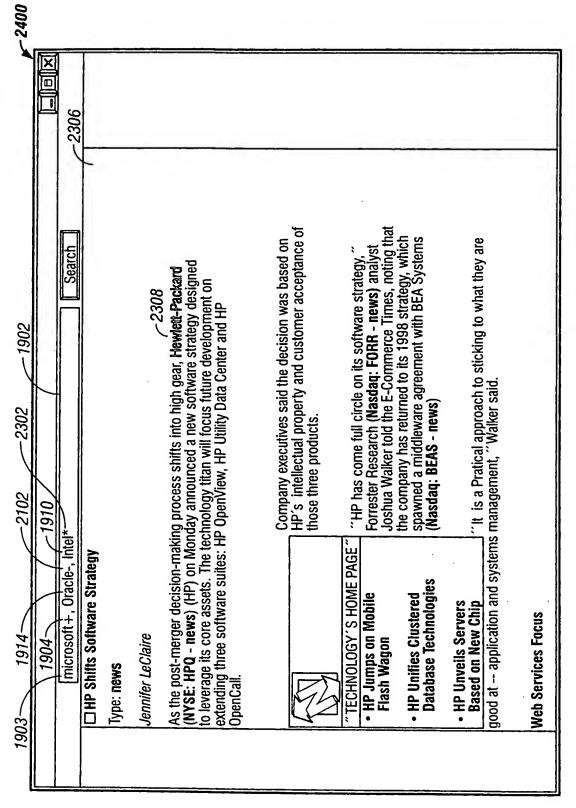
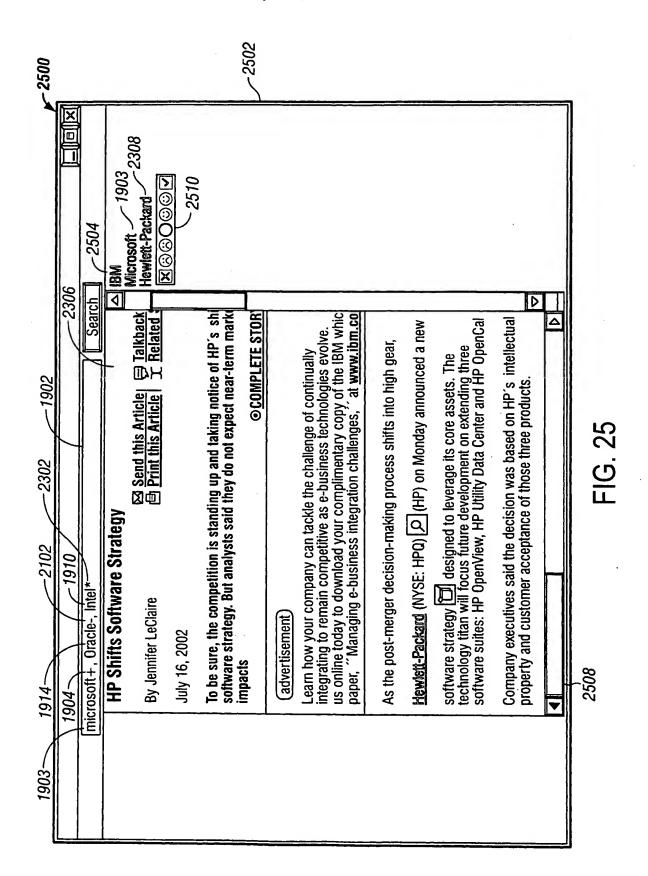


FIG. 24



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2600-

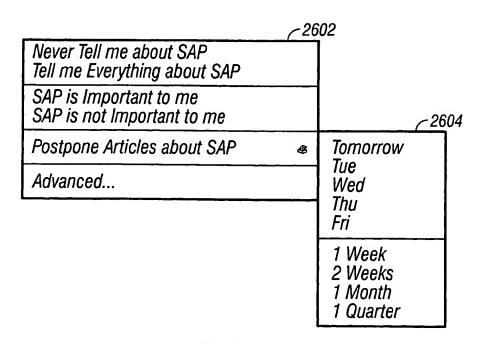
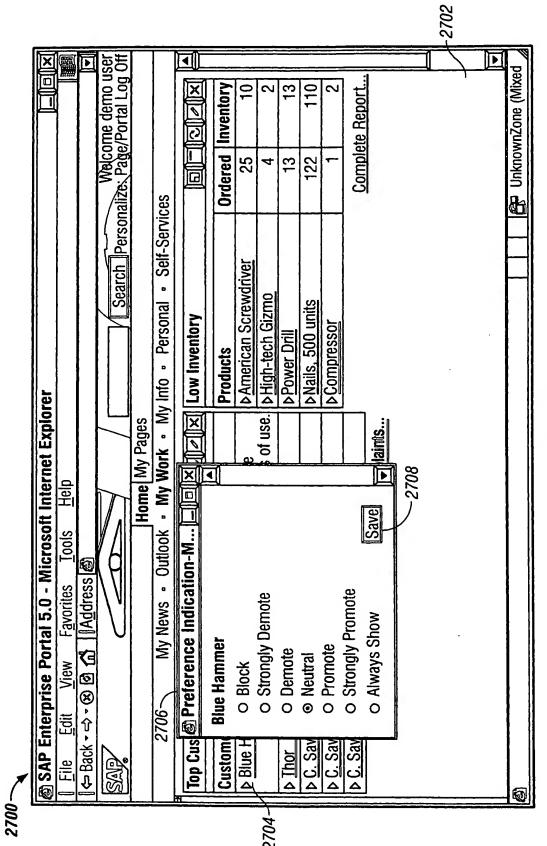


FIG. 26

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Applin No.: 10/645,851 Page 27 of 45 Applicant(s): Brian Willis USER COLLABORATION THROUGH DISCUSSION FORUMS



Applicant(s): Brian Willis

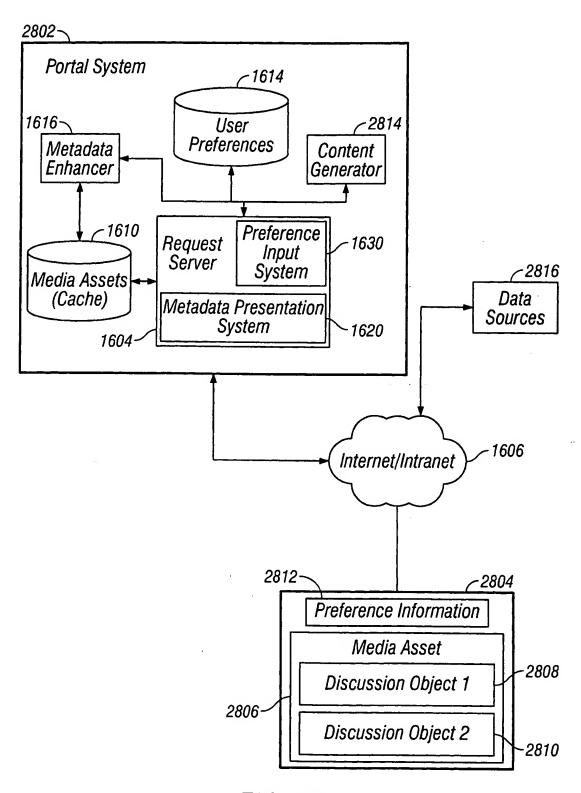
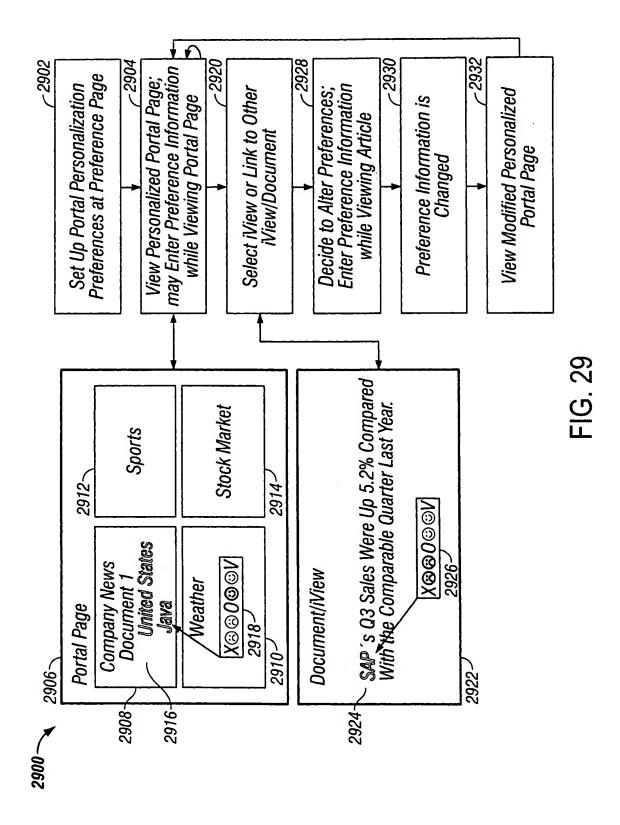


FIG. 28



Appln No.: 10/645,851 Page 30 of 45 Applicant(s): Brian Willis USER COLLABORATION THROUGH DISCUSSION FORUMS

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			Welco malize: Page		rices		Ordered	25	4	13	122	1	Comple				P Unknov
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SAP Enterprise Portal 5.0 - Microsoft Internet Explorer	View Favorites Tools Help	) 🗗 🏠    Mddress 🍘	3002	Home My Pages	My News - Outlook - My Work - My Info	Complaints 面一個個	Description	The hammers I bought last month are	breaking apart after only a few nours of use.	The hammer is too small.	Saw model #4589 rusts	Shipment is late!	Where is my order?	3004 All Complaints			
SAP Enterp	File Edit	中 Back · 心 · ⊗ 函 向	DE MOS			Top Customer Complain	Customer	<b>Blue Hammer</b>		▶ Thor	ÞC. Saw	PC. Saw	₽C. Saw				6

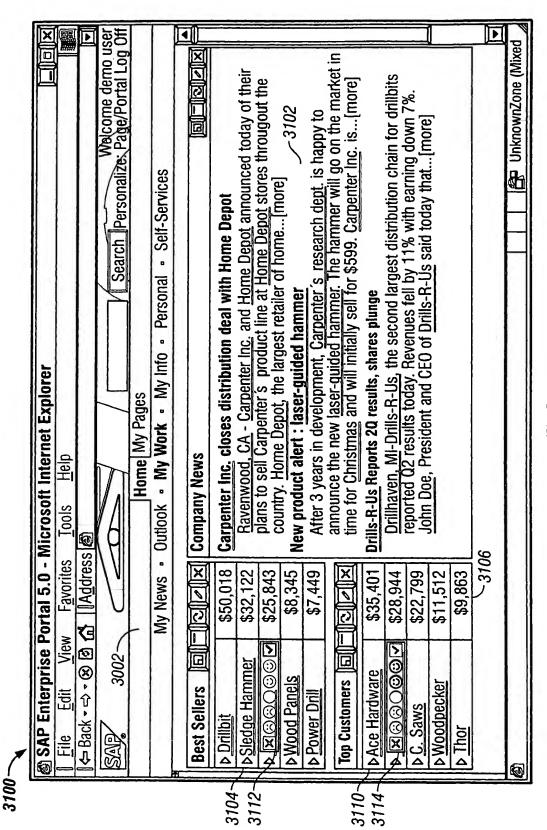


FIG. 3

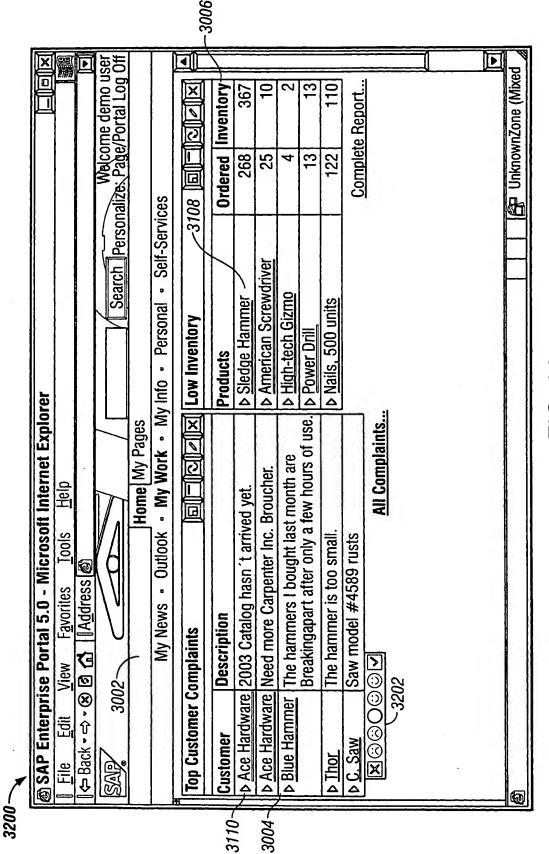


FIG. 32

Applicant(s): Brian Willis

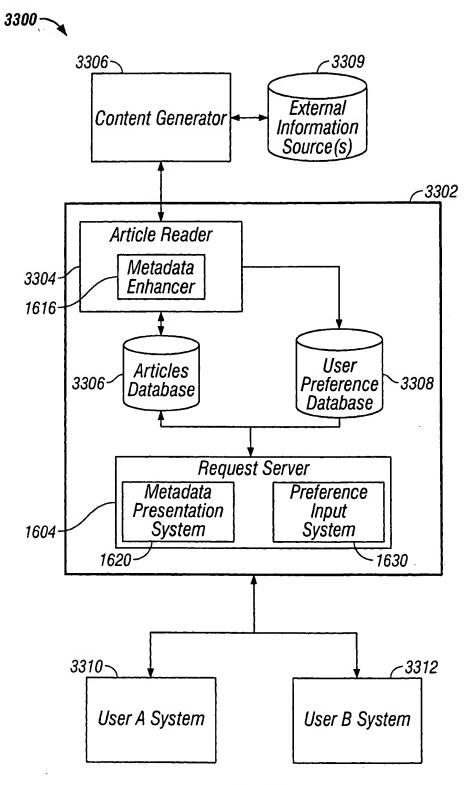


FIG. 33

Appln No.: 10/645,851 Page 34 of 45 Applicant(s): Brian Willis USER COLLABORATION THROUGH DISCUSSION FORUMS

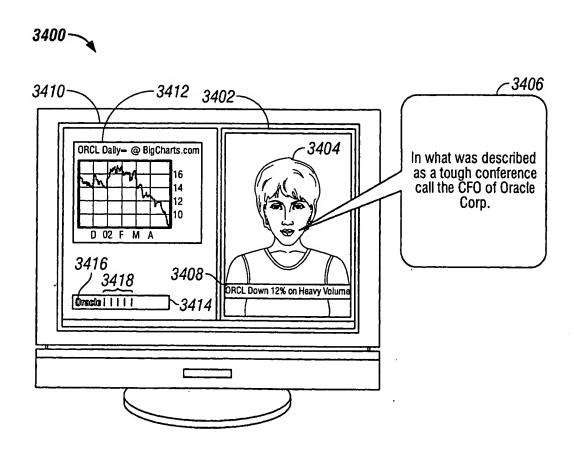


FIG. 34

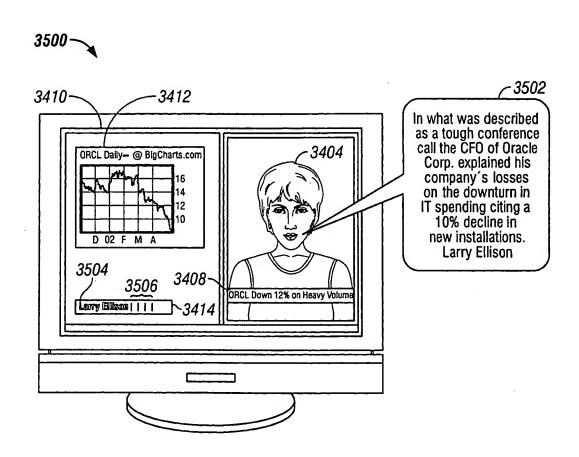


FIG. 35

Applicant(s): Brian Willis
USER COLLABORATION THROUGH DISCUSSION FORUMS

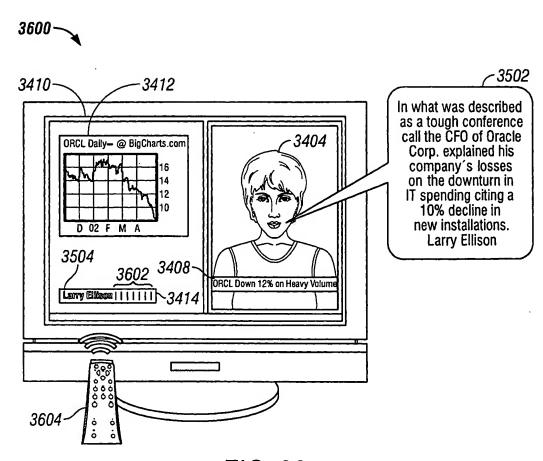


FIG. 36

Applicant(s): Brian Willis

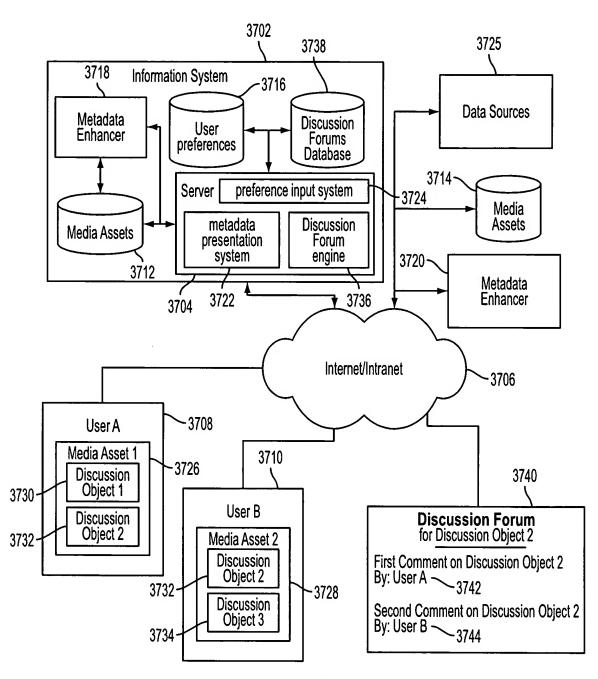


FIG. 37

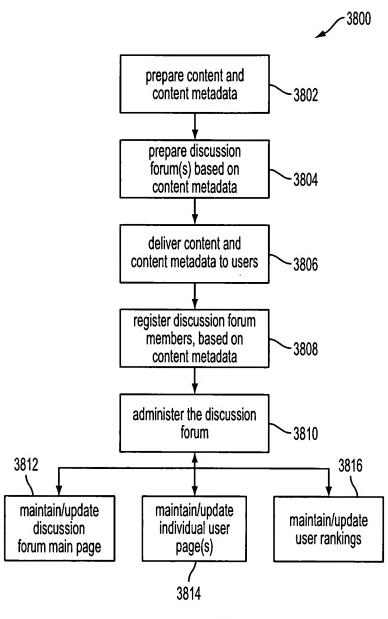
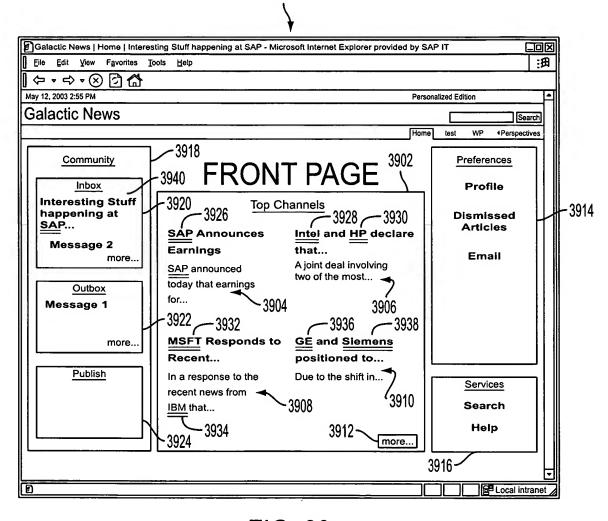


FIG. 38

USER COLLABORATION THROUGH DISCUSSION FORUMS



3900

FIG. 39

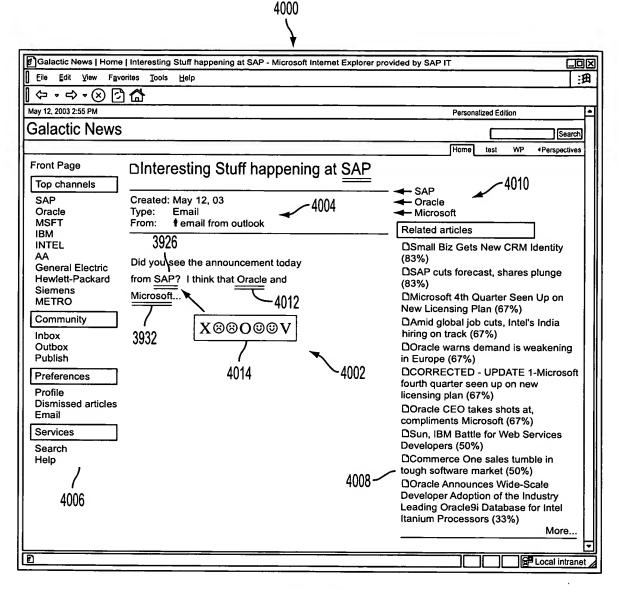


FIG. 40

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Appln No.: 10/645,851 Applicant(s): Brian Willis

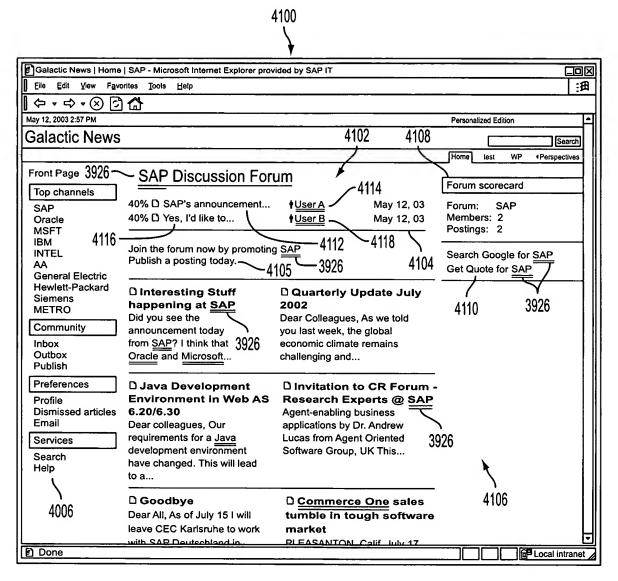


FIG. 41

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Applicant(s): Brian Willis
USER COLLABORATION THROUGH DISCUSSION FORUMS

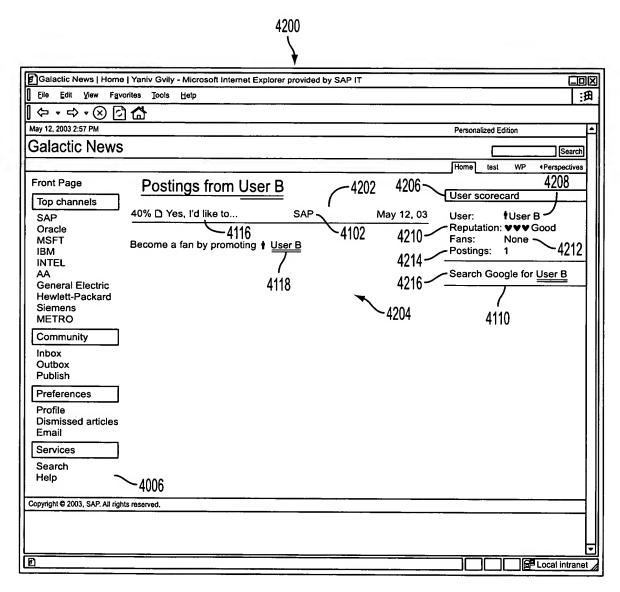


FIG. 42

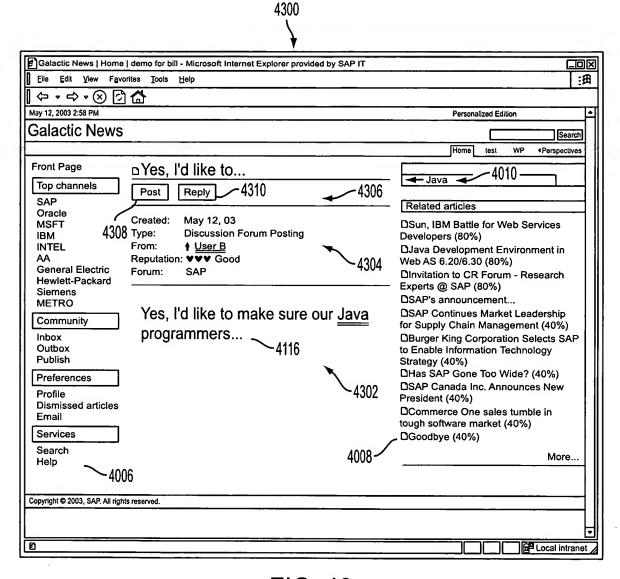


FIG. 43

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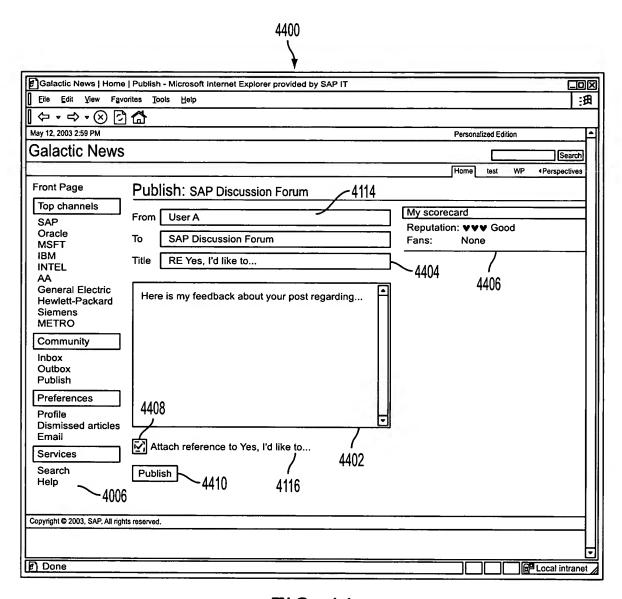


FIG. 44

Applicant(s): Brian Willis

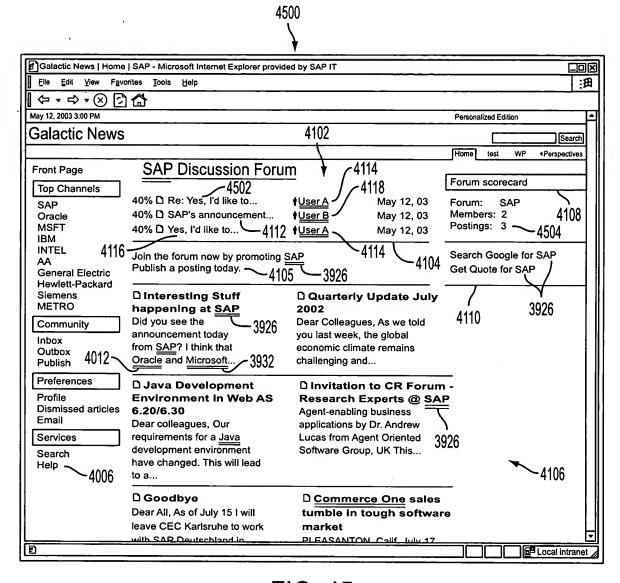


FIG. 45